



Touring and Camping Information for Guests

Pre-Arrival – Covid 19

CHECK – IN 2 pm CHECK – OUT 11 am

We are looking forward to welcoming you to Trevaylor. During the coronavirus outbreak, we are taking the necessary steps to ensure the safety of all our guests, our local community, and us. Please make sure that you have taken the necessary precautions to minimise the risk and spread of COVID-19. We must **all** share in this responsibility.

Please undertake the following prior to arrival

Check your temperature before leaving your home and before arriving. Your temperature cannot exceed 38°C/ 100.4°F.

If you have a fever or flu-type symptoms, please restrain from traveling. If you have tested positive for COVID-19, or a presumptive case, or have been in contact with anyone who has tested positive or is a presumptive case, **DO NOT TRAVEL**.

Please remember to bring masks, gloves and hand sanitiser for the occasions that you will need them.

Check in will strictly be from 2pm – please do not arrive before then, we will not admit you onto your pitch and you will be asked to leave and return later.

For us to comply with a deeper clean of our facilities blocks and other areas of the site all check ins will need to be from 2pm. Thank you for your understanding and support in this matter.

Trevaylor will be following social distancing check – in procedures.

- Please stay in your vehicle and telephone 01736 787016 on arrival. We will run through the check-in either via the phone or via socially distancing outside reception.

Social Distancing

- Please ensure that you obey the current Government guidelines regarding social distancing
- Ensure you adhere to the pitching instructions
- Please do not mix with other groups, large numbers will not be able to congregate
- NO visitors will be allowed on site under any circumstances only those with booked pitches are permitted
- Children under 12 are not allowed to wander unsupervised around the site, this is due to the unintentional potential breach of social distancing rules as awareness of others may be less and the potential hazard of cleaning products on site.
- Please comply with any signage and one-way systems that may be employed on site at all times



Facilities Block – face masks must be worn when in the toilet and shower blocks – please bring enough to cover your stay – supplies may not be available locally

- The **hand basins** are **hand-washing ONLY**. **NO** teeth brushing, shaving or strip washing at the basins – please do this back at your pitch and carefully dispose of wastewater at the grey waste disposal point (found near the chemical waste point)
- Ensure you comply with the numbers allowed in any area of the facilities block at any one time
- If the facility has reached its capacity level, there will be a need to queue externally
- Please follow demarcation for queuing for facilities block marked on the floor. Do not enter any narrow area unless it is clear that you can pass to your destination

To comply with social distancing the play park will not be in use, the shop and all communal areas will be closed, we will not be offering the usual communal freezer to refreeze ice blocks or a place to charge mobile phones.

We are always contactable via the phone please ring 01736 787016.

We strongly advise that those with their own facilities use them.

Cleaning

We pride ourselves on our high levels of cleaning, but now cleanliness is even more critical. Our facilities block will be closed between 11.30am and 1.30pm for deep cleaning which will involve the cleaning and sanitising of our facilities blocks once a day and high touch points 2 times a day. We encourage you to clean throughout your stay as well, please bring surface wipes if you would like for use in facilities blocks, but please dispose of in the bins provided not in the toilet.

We strongly advise that those with their own facilities use them.

Some changes on site:

- Hand sanitisers will be stationed around the site
- Follow instructions on hand washing and hand sanitising
- Hand dryers and hair dryers not in use
- Doors and windows in all facilities rooms must be kept open during the day
- Restrict your time in the facilities block to under 15 minutes
- We encourage you to bring your own toilet paper to reduce contamination risk
- Laundry room will be run on a one in one out basis no washing up to be done inside
- Bring your own washing up bowl fill in the laundry for washing up back at your pitch

What to do if you or one of your party becomes unwell

- **Inform us** - by calling 01736 787016
- **Leave** - all guests in the party must leave immediately and return home safely in the vehicle you came in
- **Test** - Undertake testing when you arrive home
- **Inform us** - of the outcome as soon as you have the results



Things to bring

- Personal cleaning products ie washing up liquid, soaps etc
- Surface wipes
- Toilet rolls
- Washing bowls/water carriers
- Comprehensive first aid kit
- Sun cream & after sun
- Hand sanitiser
- Gloves
- Face masks

CHECK OUT STRICTLY by 11 am

Thank you and we hope you enjoyed your stay at Trevaylor and we wish you a safe journey home.